Frequently Asked Questions

How do I tour the Facility?

Facility Tours of the Woodland Community & Senior Center facility are available by appointment. Please call us at 530.661.2000 or e-mail us at: prcs@cityofwoodland.org

How do I reserve the Woodland Community & Senior Center?

Once you have identified a date and other specifics of your event, contact the Staff to request a rental agreement. Reservations can be made up to one year in advance. In order for an event to be placed on the reservation calendar, the following steps must be completed: Completed and signed rental agreement and 100% of Deposits paid.

Where and when do I pay the rental fee?

Payment may be made, in person, by Fax or by Mail. With completed rental application, and all related forms required for the event.

Woodland Community & Senior Center Attention: Facility Rentals 2001 East Street Woodland, CA 95776

Fax: 530-666-7257

All fees are due before 3:00 p.m. on the specified due dates as agreed upon in the rental agreement. Payment can be in the form of cash, check or credit card (Visa or MasterCard only). Checks are to be to the "City of Woodland".

What is the required deposit?

A deposit is required for all facility rentals. The deposit amount is due, in full, at time of reservation. If an event causes the need for:

- Cleaning procedures, which are beyond the scope of normal Center maintenance, or
- repairs or replacement due to structural or equipment damage, the deposit in-part or in-total may be used to pay for these services.
- the deposit may also be used in part or in total when the renter's event does not meet or exceeds contractual terms (e.g. the event ends one hour later than scheduled.)

If none of the preceding conditions occur, then the deposit will be refunded within 30 days.

What if I cancel my reservation?

Cancellation of the event or date changes must be submitted in writing and is subject to the following fees:

- 100% refund minus \$50 processing fee, 120 or more days prior to event.
- 75% refund, 90-119 days prior to event.
- 50% refund, 60-89 days prior to event.
- 0% refund 0-59 days prior to event.

A rental date change can occur with a \$100 processing fee if (a) notice is given at least 2 months before the original date and (b) the original date can be re-booked. Otherwise, cancellation fees apply.

What are the policies on food and beverages?

For caterer's services, all caterers must be registered. Registered Caterers list is available at the Woodland Community & Senior Center. (For Renters choosing to serve alcoholic beverages see pg.8.)

When do I need to hire security for my event?

Private security services are required for ALL events. Security is required when guests are present in order to screen attendees and to prevent damage to the facility. The Renter is responsible to arrange for and pay for security services. Security should arrive 15 minutes before guests arrive and remain until all guests have left the facility. In the event security should be required to extend their scheduled time, the Renter will be responsible to pay for any additional time. The security company must be on the Centers approved list.

What are the policies on alcoholic beverages?

Renter accepts the responsibility for use of alcohol in the facility and agrees to prohibit use of alcohol by minors. Violation of this policy will result in immediate termination of event.

Renters that charge a fee to serve alcohol, or charge an admission fee and serve alcohol, must obtain a temporary Liquor License from the State of California Alcoholic Beverage Control (ABC) Board. Evidence of such a license must be provided to Center at least 30 days prior to the event. It is the Renter's responsibility to have the ABC license on site during their event.

- At minimum, 1 security guard per 50 guests for events serving alcohol.
- Events with alcohol require additional security at Renter's expense.
- Alcohol may only be served or sold up to one-hour prior to conclusion of event.
- Alcohol must only be served by an employee of the catering company or licensed bartender.
- City staff reserves the right to limit the amount of alcohol allowed on the premises.
- Those serving alcohol should not consume alcohol.

Alcoholic beverages require additional insurance unless provided and served by a registered caterer. The caterer's insurance will be considered adequate if the amount of coverage is sufficient and there is a rider specifying the date(s) and location of the event being covered.

The caterer's insurance only covers the alcoholic beverages, not the facility.

Alcohol can be consumed only in the room(s) rented. Alcohol is not permitted in the parking lot. Violators may be subject to citation by Woodland Police Department.

What type of insurance is required for my event?

Insurance is required for all events held at the Center. General liability coverage must be in the amount of \$1,000,000 (one million) per occurrence and include liquor liability if alcohol is being served. Special event liability insurance can be purchased through the City's insurance carrier. Contact the Facility Manager for more information. Groups providing their own insurance must include a certificate and a separate endorsement naming the City of Woodland as an additional insured. The certificate is proof that there is the required insurance coverage for your event. The endorsement is proof that the policy has been changed to add the City of Woodland as additionally insured.

What are the clean-up requirements?

Clean up is the responsibility of the Renter.

The room needs to be returned to the same condition it was in prior to the event. A Clean-up check list will be provided for each rental.

What time can I get into the facility before my event to decorate?

The rental time period must include all time necessary for room preparation and clean up. Access to your room prior to your scheduled rental time is not permitted. *In addition, the Center will not be opened prior to the rental time for caterers, musicians, decorators or deliveries.* All clean up must be completed, and the room vacated by the end of the scheduled rental time.

Can I rent just the Kitchen?

The kitchen is only available as part of another room event.

Can I prop open the doors at the Community & Senior Center?

No, the Community & Senior Center has a closed HVAC system. Heating and air conditioning will not regulate the temperature if the building has doors left opened.

How much will my deposit be for my event in the Haarberg Gym?

Deposits range from \$1,000-\$2,000 depending on type of event and number of participants.

Are my guests required to stay in a designated area?

All participants need to stay in the reserved area. It is your responsibility to inform your guests that they should not be wandering into other areas of the Center.

Will there be other events at the center during my event?

It is possible that there could be other reservations or programs in the building. There could also be an event at the Sports Park.

What type of security is there in the Community & Senior Center?

Video Cameras are located inside and outside the Community & Senior Center.

Are there restricted areas where food can't be consumed?

Food and drink needs to be confined to rooms, drinking and eating in the hallway seating areas is prohibited.

Why can't my deposit be applied to my rental fees?

The deposit is a Security Deposit not a holding deposit. A portion of or all of the deposit could be kept, if there is damage to the facility or violation of the permit.